

**IN THE CLAIMS**

For the convenience of the Examiner, all pending claims of the present Application are shown below in numerical order whether or not an amendment has been made.

1.       **(Canceled)**

2.       **(Currently Amended)** The method of claim 21, wherein:  
the fault information comprises a request for service; and  
linking the service consumer with a service provider comprises linking the service  
consumer with a service provider over the internet.

~~claim 1, further including: communicating one or more service events that occurred as~~  
~~a result of the automatically initiating one or more actions and the automatically invoking one~~  
~~or more service provider tools.~~

3. **(Currently Amended)** ~~The method of claim 2,~~ A method of providing self-supporting service consumers, comprising:

allowing a service consumer to automatically consult one or more service policy rules associated with the service consumer to request a service; automatically initiating one or more actions associated with the service policy and the requested service; and

automatically invoking one or more service provider tools based on the service policy and the requested service;

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools wherein the communicating includes logging the one or more service events.

4. **(Currently Amended)** ~~The method of claim 1~~ claim 21, wherein the computer component comprises a software application. ~~consumer includes hardware devices, software applications, or combinations thereof.~~

5. **(Currently Amended)** ~~The method of claim 4,~~ claim 21, comprising logging the course of action as one or more service events in a service log.

~~wherein the software applications include over the counter applications, custom applications, or combinations thereof.~~

6. **(Currently Amended)** The method of claim ~~5~~ 4, comprising outputting the service log and using the service log to modify the service policy. ~~wherein the requested service is a request to provide a solution to fault that occurred in the service consumer.~~

7. **(Currently Amended)** ~~The method of claim 4~~ claim 21, wherein: the course of action comprises determining that the fault is attributable to a user error of a user of the computer component; and

automatically enrolling the user in a training course.

~~the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.~~

8. **(Currently Amended)** The method of claim 21, wherein the service information indicates a particular level of service attributed to the service consumer.

~~claim 1 further including allowing the service policy to be modified based on the automatic initiating and the automatic invoking steps.~~

9. **(Canceled)**

10. **(Currently Amended)** The system of claim 22, wherein:  
the fault information comprises a request for service; and  
linking the service consumer with a service provider comprises linking the service  
consumer with a service provider over the internet.

~~claim 9 further including: a web-enabled application programming interface residing~~  
~~in the one or more service consumers; and~~

~~a web service communicating with the container, wherein the one or more service~~  
~~consumers communicate to the container via the web-enabled application programming~~  
~~interface and the web service over the world wide web.~~

11. **(Currently Amended)** The system of ~~claim 9~~ claim 22, wherein the wherein the computer component comprises a software application.

~~one or more service consumers include hardware devices, software applications, or combinations thereof.~~

12. **(Currently Amended)** The system of claim 22, comprising logging the course of action as one or more service events in a service log. ~~claim 9, wherein the service includes handling an exception that occurred in the service consumer.~~

13. **(Currently Amended)** The system of claim 22, comprising outputting the service log and using the service log to modify the service policy.

~~claim 9 wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.~~

14. **(Currently Amended)** The system of ~~claim 9~~ claim 22, further including:  
an analysis tool operable to receive service events occurring as a result of the course of action ~~service provided to the one or more consumers~~, the analysis tool further operable to modify the service policy based on received events.

15. **(Canceled)**

16. **(Currently Amended)** The program device of claim 23, wherein:  
the fault information comprises a request for service; and  
linking the service consumer with a service provider comprises linking the service  
consumer with a service provider over the internet.

~~claim 15 further including: communicating one or more service events that occurred~~  
~~as a result of the automatically initiating one or more actions and the automatically invoking~~  
~~one or more service provider tools.~~

17. **(Currently Amended)** The program device of ~~claim 15~~ claim 23, wherein the  
service information comprises an indication that the computer component is under a  
warranty.

~~the communicating includes logging the one or more service events.~~

18. **(Currently Amended)** The program device of ~~claim 15~~ claim 23, wherein the  
computer component comprises a software application.

~~consumer includes hardware devices, software applications, or combinations thereof.~~

19. **(Currently Amended)** The program device of claim 23, comprising  
outputting the service log and using the service log to modify the service policy.

~~claim 15, wherein the one or more service provider tools include knowledgebase,~~  
~~trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations~~  
~~thereof.~~

20. **(Currently Amended)** The program device of claim 23, wherein the service  
information indicates a particular level of service attributed the service consumer.

~~claim 15 further including allowing the service policy to be modified based on the~~  
~~automatic initiating and the automatic invoking steps.~~

21. (New) A method of providing self-supporting service consumers, comprising:  
at a computer-based support mechanism:

receiving fault information from a service consumer, the fault information  
describing a fault associated with a computer component;

querying a service policy associated with the service consumer to determine  
service information for the service consumer;

based on the service information and the fault information, determining a  
course of action to address the fault wherein the course of action comprises linking  
the service consumer with a service provider; and  
invoking one or more service provider tools to address the fault.

22. (New) A self-supporting service consumer system comprising a computer-based support mechanism at which the following steps are performed, the steps, comprising:

receiving fault information from a service consumer, the fault information describing a fault associated with a computer component;

querying a service policy associated with the service consumer to determine service information for the service consumer;

based on the service information and the fault information, determining a course of action to address the fault wherein the course of action comprises linking the service consumer with a service provider; and

invoking one or more service provider tools to address the fault.



23. **(New)** A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps of providing self-supporting service consumers, comprising:

at a computer-based support mechanism:

receiving fault information from a service consumer, the fault information describing a fault associated with a computer component;

querying a service policy associated with the service consumer to determine service information for the service consumer;

based on the service information and the fault information, determining a course of action to address the fault wherein the course of action comprises linking the service consumer with a service provider; and

invoking one or more service provider tools to address the fault.

24. **(New)** The method of claim 21, wherein the service provider comprises a computer support application.

25. **(New)** The method of claim 21, wherein the service consumer comprises the computer component.

26. **(New)** The method of claim 21, wherein the computer component comprises a hardware device.

27. **(New)** The method of claim 21, wherein the service consumer comprises a user of the computer component.